

KETCH**TITLE VI AND NONDISCRIMINATION POLICY STATEMENT**

KETCH fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to obtain a Title VI Discrimination Complaint Form, please visit the website at www.ketch.org or call 316-383-8700.

TITLE VI DISCRIMINATION COMPLAINT FORM

This form may be used to file a complaint with KETCH pursuant to discrimination laws, rules and regulations, including but not limited to Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," or Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency".

If you need assistance completing this form or need it to be provided in an alternative language or alternate format due to disability, please contact us by fax at 316-383-8715 or by phone at 316-383-8700 and ask for the Title VI Coordinator.

Complaints of discrimination must be filed within 180 days of the alleged discrimination.

This form MUST be completed by the complainant or the complainant's representative. Feel free to add additional pages, if necessary.

COMPLAINANT'S PERSONAL INFORMATION

Name: _____	Today's Date: _____
Address: _____	Phone #: _____
City: _____	State: _____ Zip Code: _____
Name of person completing this form, if different from above: _____	
Your relationship to the complainant indicated above: _____	

ALLEGED DISCRIMINATION – DETAILS OF THE COMPLAINT**1. Identify the department/program that discriminated:**

Department Name: _____
Name of individual, if known: _____
Date(s) of alleged act: _____

2. What is the basis for this complaint?

If your complaint is in regard to discrimination in the delivery of services or discrimination that involved the treatment of you or others by the department indicated above, please identify the basis on which you believe these discriminatory actions were taken by checking all that apply:

 Race Color National Origin

3. Explain what happened:

Please explain, as clearly as possible, what happened. Provide the name(s) of witnesses, fellow employees, supervisors and others involved in the alleged discrimination. Please include all information that you feel is relevant to the investigation. (Attach additional sheets if necessary and provide a copy of any written materials pertaining to your complaint):

4. How can this/these issue(s) be resolved to your satisfaction?

5. How/when can we contact you about this complaint?

Best time(s): _____ Best Phone #: _____

Other ways to contact you: _____

6. If we will not be able to reach you directly, please provide the name and phone number of a person who can reach you and/or provide information about your complaint?

Name: _____ Phone #: _____

7. If you have an attorney representing you concerning the matter raised in this complaint, please provide the following:

Name of Attorney: _____ Phone #: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Your Signature

Date

Note: The laws enforced by this agency prohibit retaliation or intimidation against anyone because the individual has either taken action or participated in action to secure rights protected by these laws. If you experience retaliation or intimidation separate from the discrimination alleged in this complaint or if you have questions regarding the completion of this form, please contact:

KETCH
Title VI Coordinator
1006 E. Waterman
Wichita KS 67202
316-383-8700 (phone)
316-383-8715 (fax)

TITLE VI DISCRIMINATION COMPLAINT PROCEDURE

Management Responsibility: Vice President of Human Resources

Policy:

It shall be the policy of KETCH to fully comply with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. This complaint procedure is for any person who believes that he or she, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination by KETCH in relation to any program or activity administered by KETCH.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures do not extend the time for seeking such a remedy or are they a necessary step to seek a remedy otherwise. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be used for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a timely resolution to the complaint. Initial interview with the complainant and the respondent, if applicable, will request information regarding specially requested relief and settlement opportunities.

Submission of Complaint:

Any individual or group may file a written complaint with KETCH's Title VI Coordinator. The mailing address and contact information are:

KETCH
Title VI Coordinator
1006 E Waterman
Wichita, KS 67211
316-383-8700 (phone)
316-383-8715 (fax)

The complaint must be filed within 180 calendar days after the date the alleged discrimination occurred. A complaint form may be downloaded at www.ketch.org or is available in hard copy from the Title VI Coordinator. Upon request, assistance will be provided to any person(s) unable to read or write English or who requires a form in an alternative format due to a disability.

The complaint form must be as complete as possible and must meet the following requirements:

- a. Complaint shall be in writing and signed by the complainant (Title VI Discrimination Complaint Form #488).
- b. Include the date(s) of the alleged act of discrimination.
- c. Present a detailed description of the issues.
- d. Allegations received by fax or email will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the company have been established.
- e. Allegations received by telephone will be documented in writing and provided to the complainant for confirmation or revisions before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.

Complainants have the right to complain directly to the appropriate federal agency as well. Complainants have 180 calendar days to file a complaint with the appropriate federal agency.

Receipt of Complaint:

Within **5 days** of receipt of a complaint, the KETCH Title VI Coordinator will notify the Wichita Area Metropolitan Planning Organization (WAMPO) Title VI Coordinator.

Within **15 days** after receiving a complaint, the KETCH Title VI Coordinator will forward a copy of the complaint to the grant administrator (e.g., WAMPO or the Kansas Department of Transportation), or the appropriate, designated federal agency related to the complaint, if required. The Coordinator will also send a written acknowledgement to the complainant advising that the complaint will be investigated.

In order to be accepted, a complaint must involve a covered basis such as race, color or national origin. The allegation(s) must involve a program or activity that receives federal aid.

A complaint may be rejected for the following reasons: a. The complainant requests the withdrawal of the complaint. b. The complainant fails to respond to repeated requests for additional information needed to process the complaint. c. The complainant cannot be located after reasonable attempts.

Once the complaint is accepted, the Title VI Coordinator will log it in a spreadsheet identifying the following: complainant's name, basis, alleged harm, race, color, or national origin.

The Title VI Coordinator will investigate the complaint and will complete the review within 45 days after receipt of the complaint. He/she will make a recommendation about the merits of the complaint and, if necessary, what steps will be taken to address the complaint.

The Title VI Coordinator will forward the recommendation to the KETCH President/CEO for review and concurrence. If the President/CEO concurs, he/she will issue the agency's response to the complainant(s).

If the complainant disagrees with the response, he or she may request reconsideration by submitting a request within 15 days after receipt of the response. Any affected party may submit information and/or documentation in writing to the Title VI Coordinator in support of their request for reconsideration of the recommendation. Upon review of the additional information and documentation, the Title VI Coordinator and the President/CEO will have 10 days to either reaffirm or reverse the original recommendation and provide written notice to the complainant and respondent. If neither party requests reconsideration, the recommendation becomes final.

If the final recommendation or reconsideration supports the allegation(s), the Title VI Coordinator will attempt to negotiate an amicable settlement of the issues in dispute. Formal, written settlement agreements will require the review of KETCH's legal counsel prior to execution and will require the signatures of the parties, the Title VI Coordinator and the President/CEO.

The complainant may also submit a written complaint to the state or appropriate federal agency in accordance with the requirements of the state or federal agency.

Confidentiality:

To the extent feasible and as allowed by law, confidentiality shall be maintained during the formal and informal investigation process.

Records will be maintained in accordance to applicable federal guidelines, or in their absence, applicable state guidelines.

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